

Customer Service Engineer

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Company: DIGITAL REALTY

Location: Belgium

Category: computer-and-mathematical

Your role

In any modern company, success depends on data center services that are consistently and reliable 24/7. A **customer service engineer** ensures vital connections that keep customers' businesses up and running.

Your main responsibilities:

- Provide Technical Customer Service Support, carries out operational technical interventions requested by clients.
- Monitor and document customer services provided by external providers and accompanies customers that request access to the patching room.
- Execution of customer service requests (eg. precabbling, cross connects and Hands & Eyes).
- Execution of migration activities (Labelling, Installation, Documentation and testing).
- Inform clients and the ECSC about progress in interventions and the delivery of any value added services, follows up on customer termination requests and questions.
- Records the intervention in a local report for the customer Services manager and provides feedback to the sales force.
- Makes suggestions for improving the quality and effectiveness of the interventions and customer services delivered as well as the quality and effectiveness of the data center

What you'll need

- You are a self-starter and have an eye for detail.
- You have good communications skills and are customer focused.
- You are eager to learn every day and gain extra knowledge.
- You strive for 100% accuracy, you are resilient and comfortable working within a 24/7 shift.

Language skills:

- Dutch or English fluent (verbally and in writing)
- French is a plus.

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